Trouble Shooting Guide HBH-10, Standard

by Toko (toko@gsm-free.org)

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1 Appearance Problems

- Check the general condition of the unit. If there is oxidation or corrosion on the charging connector *(Fig.1.1)* due to liquid damage no further action should be taken. Send the unit on according to the local company directives.

Fig.1.1

2 Network problems

- Not available for this product.

3 On/Off Problems

- Check that the unit is charged.

The button has no reaction.

- When the unit is switched off, press and hold the button *(Fig.3.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.3.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.
- If the fault still remains send the unit on according to the local company directives

Fig.3.1

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4 Audio Problems

The volume button is wrong orientation.

- When unit is switched off, press and hold the button *(Fig.4.1)* until the indicator is flashing red and green. Slide the volume button *(Fig.4.2)* in the direction (upwards or downwards) in which the volume will be increased.
  This can also be adjusted in the in the phone menu that the Orientation is set to the ear that you are going to use for the unit. Turn on the phone, Scroll to Extras, YES, Accessories, YES, HBH, YES, Settings, YES, Orientation, YES. Adjust it to the Left or Right Ear, press YES to save the settings.

- Check that the unit is paired with adapter DBA-10
- If the fault still remains send the unit on according to the local company directives

Fig.4.1

Fig.4.2

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5 Display/Illumination Problems

- The unit's indicator is not working. Turn on the unit by pressing the button *(Fig.5.1)*, if the LED does not give any indication but you can hear the unit beep, the indicator is faulty, send the unit on according to the local company directives.
  If no beep will sound be sure that the unit is charged. Put the unit in the cradle and connect it with an Ericsson approved charger. If the battery is totally empty it will take up to several minutes before the indicator is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

Fig.5.1

6 Capacity/Charging Problems

- Check that the unit's charging connectors *(Fig.6.1)* is free for dirt, if necessary clean it.

WARNING! Be gentle against the charger connectors, if there will be scratches on the golden layer it will easier get oxide on the connectors can cause charging problems.

- If the battery is totally empty it will take up to several minutes before the indicator is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

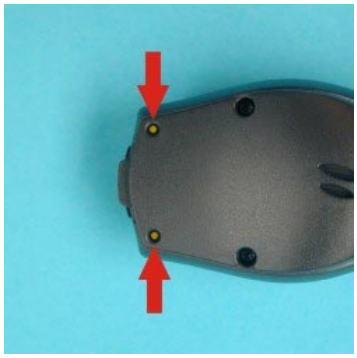

Fig.6.1

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7 SIM Problems

- Not available for this product.

8 Key/Flip Problems

- Check that the unit is charged.

The volume button is wrong orientation.

- When the unit is switched off, press and hold the button *(Fig.8.1)* until the indicator is flashing red and green. Slide the volume button *(Fig.8.2)* in the direction (upwards or downwards) in which the volume will be increased.

The button has no reaction.

- When the unit is switched off, press and hold the button *(Fig.8.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.8.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.

- If the fault still remains send the unit on according to the local company directives

Fig.8.1

Fig.8.2

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9 Alert Problems

- By sliding the button *(Fig.9.1)* on the unit up and down the ring volume will change. Or check that the setting for Ring Volume in the phone is set to 0 in the phone menu. Turn on the phone, Scroll to Extras, YES, Accessories, YES, HBH, YES, Settings, YES, Ring Volume, YES. Adjust the volume with ← and , press YES to save the settings.
- If it is not possible to change the Ring Volume in the phone, the problem could be that the unit is not paired with phone adapter DBA-10. In the phone menu scroll to Extra, YES, Accessories, YES, DBA-10, YES, Paired Devices, YES, Headset, YES, Replace? /Add device? You are then asked to prepare the unit for pairing. With the unit turned off, press and hold the button until the indicator is flashing red and green (make sure that the unit is not placed far apart from the phone with the adapter DBA-10). Press YES on the phone, scroll to HBH-10 and press YES, press YES to confirm the adding of the unit. If needed enter units passkey and press YES. When getting confirmation that the unit has been added the unit is flashing green.
- If the fault still remains send the unit on according to the local company directives

Fig.9.1

10 Data Communication Problems

- No communication between the unit and the phone adapter DBA-10. In the phone menu scroll to Extra, YES, Accessories, YES, DBA-10, YES, Paired Devices, YES, Headset, YES, Replace? /Add device? You are then asked to prepare the unit for pairing. With the unit turned off, press and hold the button until the indicator is flashing red and green (make sure that the unit is not placed far apart from the phone with the adapter DBA-10). Press YES on the phone, scroll to HBH-10 and press YES, press YES to confirm the adding of the unit. If needed enter units passkey and press YES. When getting confirmation that the unit has been added the unit is flashing green.
- If the fault still remains send the unit on according to the local company directives

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11 Software Problems

- To reset the passkey for the unit. When the unit is switched off, press and hold the button *(Fig.11.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.11.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset and the passkey is set to default “0000”.

Fig.11.1

- Check the SW version in the headset:
  - Change the name of the headset into ADGJM
    (Extras/Connect - Accessories - HBH - Settings - Name)
  - Go to Extras - Accessories - HBH – Version and read out the software name and revision
- If newer software version is available, upgrade the headset:
  1. Start EMMAII.
  2. Select Accessories. Check that applet version 2.20 or higher is installed.
  3. Select BT_COM2 (BT_COM1) in the list of ports.
  4. Prepare a headset for flash (Keep the on button pressed until the LED blinks RED/GREEN).
  5. Put the headset in a charging cradle with connected power supply.
  6. Press start button in EMMAII.
  7. When EMMAII has found the headset click Select.
  8. The flash programming starts and goes on for a few minutes.
  9. When programming is ready detach the headset from the charger.
  10. Power off the headset, listen to the audio signal to be sure.
  11. Wait 10 seconds (**Important**).
  12. Press the headset button until the LED blinks RED.
  13. Flash complete.

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12 Revision History

Rev.	Date	Changes / Comments
A	2001-01-05	
B	2001-01-12	Chapter 11, “To reset the passkey” is corrected
C	2001-10-24	Flash instructions added

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Trouble Shooting Guide HBH-15, Standard

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1 Appearance Problems

- Check the general condition of the unit. If there is oxidation or corrosion on the charging connector *(Fig.1.1)* due to liquid damage no further action should be taken. Send the unit on according to the local company directives.

Fig.1.1

2 Network problems

- Not available for this product.

3 On/Off Problems

- Check that the unit is charged.

The button has no reaction.

- When the unit is switched off, press and hold the button *(Fig.3.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.3.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.
- If the fault still remains send the unit on according to the local company directives

Fig.3.1

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4 Audio Problems

The volume button is wrong orientation.

- When unit is switched off, press and hold the button *(Fig.4.1)* until the indicator is flashing red and green. Slide the volume button *(Fig.4.2)* in the direction (upwards or downwards) in which the volume will be increased.
  This can also be adjusted in the in the phone menu that the Orientation is set to the ear that you are going to use for the unit. Turn on the phone, Scroll to Extras, YES, Accessories, YES, HBH, YES, Settings, YES, Orientation, YES. Adjust it to the Left or Right Ear, press YES to save the settings.

- Check that the unit is paired with adapter DBA-10
- If the fault still remains send the unit on according to the local company directives

Fig.4.1

Fig.4.2

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5 Display/Illumination Problems

- The unit's indicator is not working. Turn on the unit by pressing the button *(Fig.5.1)*, if the LED does not give any indication but you can hear the unit beep, the indicator is faulty, send the unit on according to the local company directives.
  If no beep will sound be sure that the unit is charged. Put the unit in the cradle and connect it with an Ericsson approved charger. If the battery is totally empty it will take up to several minutes before the indicator is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

Fig.5.1

6 Capacity/Charging Problems

- Check that the unit's charging connectors *(Fig.6.1)* is free for dirt, if necessary clean it.

WARNING! Be gentle against the charger connectors, if there will be scratches on the golden layer it will easier get oxide on the connectors can cause charging problems.

- If the battery is totally empty it will take up to several minutes before the indicator is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

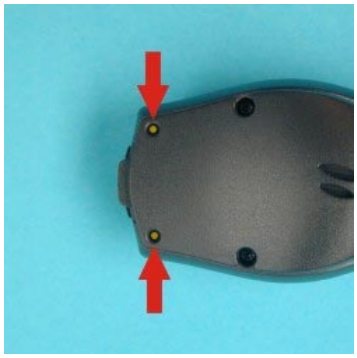

Fig.6.1

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7 SIM Problems

- Not available for this product.

8 Key/Flip Problems

- Check that the unit is charged.

The volume button is wrong orientation.

- When the unit is switched off, press and hold the button *(Fig.8.1)* until the indicator is flashing red and green. Slide the volume button *(Fig.8.2)* in the direction (upwards or downwards) in which the volume will be increased.

The button has no reaction.

- When the unit is switched off, press and hold the button *(Fig.8.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.8.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.

- If the fault still remains send the unit on according to the local company directives

Fig.8.1

Fig.8.2

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9 Alert Problems

- By sliding the button *(Fig.9.1)* on the unit up and down the ring volume will change. Or check that the setting for Ring Volume in the phone is set to 0 in the phone menu. Turn on the phone, Scroll to Extras, YES, Accessories, YES, HBH, YES, Settings, YES, Ring Volume, YES. Adjust the volume with ← and , press YES to save the settings.
- If it is not possible to change the Ring Volume in the phone, the problem could be that the unit is not paired with phone adapter DBA-10. In the phone menu scroll to Extra, YES, Accessories, YES, DBA-10, YES, Paired Devices, YES, Headset, YES, Replace? /Add device? You are then asked to prepare the unit for pairing. With the unit turned off, press and hold the button until the indicator is flashing red and green (make sure that the unit is not placed far apart from the phone with the adapter DBA-10). Press YES on the phone, scroll to HBH-15 and press YES, press YES to confirm the adding of the unit. If needed enter units passkey and press YES. When getting confirmation that the unit has been added the unit is flashing green.
- If the fault still remains send the unit on according to the local company directives

Fig.9.1

10 Data Communication Problems

- No communication between the unit and the phone adapter DBA-10. In the phone menu scroll to Extra, YES, Accessories, YES, DBA-10, YES, Paired Devices, YES, Headset, YES, Replace? /Add device? You are then asked to prepare the unit for pairing. With the unit turned off, press and hold the button until the indicator is flashing red and green (make sure that the unit is not placed far apart from the phone with the adapter DBA-10). Press YES on the phone, scroll to HBH-15 and press YES, press YES to confirm the adding of the unit. If needed enter units passkey and press YES. When getting confirmation that the unit has been added the unit is flashing green.
- If the fault still remains send the unit on according to the local company directives

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11 Software Problems

- To reset the passkey for the unit. When the unit is switched off, press and hold the button *(Fig.11.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.11.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset and the passkey is set to default “0000”.

Fig.11.1

-
-
-
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- Check the SW version in the headset:
  - Change the name of the headset into ADGJM
    (Extras/Connect - Accessories - HBH - Settings - Name)
  - Go to Extras - Accessories - HBH – Version and read out the software name and revision
- If newer software version is available, upgrade the headset:
  1. Start EMMAII.
  2. Select Accessories. Check that applet version 2.20 or higher is installed.
  3. Select BT_COM2 (BT_COM1) in the list of ports.
  4. Prepare a headset for flash (Keep the on button pressed until the LED blinks RED/GREEN).
  5. Put the headset in a charging cradle with connected power supply.
  6. Press start button in EMMAII.
  7. When EMMAII has found the headset click Select.
  8. The flash programming starts and goes on for a few minutes.
  9. When programming is ready detach the headset from the charger.
  10. Power off the headset, listen to the audio signal to be sure.
  11. Wait 10 seconds (**Important**).
  12. Press the headset button until the LED blinks RED.
  13. Flash complete.

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12 Revision History

Rev.	Date	Changes / Comments
A	2001-09-27	
B	2001-10-24	Added flash instructions

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Trouble Shooting Guide HBH-30, Electrical

by Toko (toko@gsm-free.org)

4/00021-2/FEA 209 544/ 403 A

Approved according to 000 21-LXE 107 42/1

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1 Appearance Problems

- Check the general condition of the unit. If there is oxidation or corrosion on the charging connector *(Fig.1.1)* Send the unit on according to the local company directives.

NOTE: If the unit is liquid damage no further action should be taken.

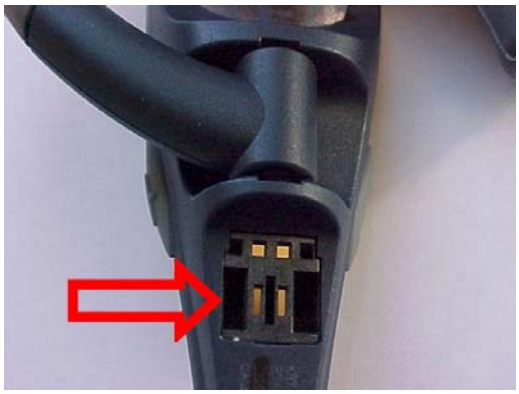

Fig.1.1

2 Capacity/Charging Problems

- Check that the unit's charging connectors *(Fig.2.1)* are free of dirt, if necessary clean it.

WARNING! Be gentle against the charger connectors, if there will be scratches on the golden layer it will easier get oxide on the connectors which can cause charging problems.

- If the battery is totally empty it will take up to 15 (sometimes even longer) minutes before the indicator (*Fig.2.2*) is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

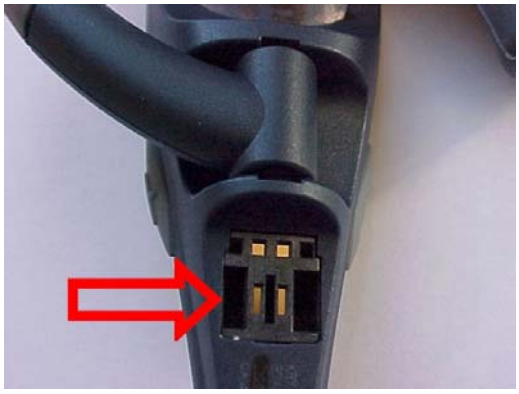

Fig.2.1

Fig.2.2

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3 On/Off Problems

The button has no reaction.

- When the unit is switched off, press and hold the button *(Fig.3.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.3.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.
- If the fault still remains send the unit on according to the local company directives

Fig.3.1

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4 Audio Problems

- When you press the volume buttons (*Fig.4.1*) when there is no link set-up with a phone, you can adjust the ring volume of the headset, not the audio volume!
- During a call, when you press both buttons (*Fig.4.1*) at the same time, the microphone is muted and you will hear a mute beep in the speaker. This is normal.
  Release the mute by pressing both buttons (*Fig.4.1*) again.
  When the max or min level has been reached (during a call) you hear a beep while pressing the volume button.
- Check that it is possible to pair the unit with a Sony Ericsson phone including Bluetooth or a Bluetooth adapter.
- If the fault still remains send the unit on according to the local company directives

Fig.4.1

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5 Illumination Problems

- The unit's Led is not working. Turn on the unit by pressing the button *(Fig.5.1)*, if the LED does not give any indication but you can hear the unit beep, the indicator is faulty; send the unit on according to the local company directives.
  If no beep will sound be sure that the unit is charged. Put the unit in the Sony Ericsson approved charger. If the battery is totally empty it will take up to 15 (sometimes even longer) minutes before the indicator (*Fig.5.2*) is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

Fig.5.1

Fig.5.2

6 Key Problems

The button has no reaction.

Charge the headset. If that is OK, then you can reset the unit.

- When the unit is switched off, press and hold the button *(Fig.6.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.6.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset.
- If the fault still remains send the unit on according to the local company directives

Fig.6.1

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7 Data Communication Problems

- No communication between the unit and the phone or a Bluetooth adapter (DBA-10). In the phone menu scroll to extra, “YES”, Accessories, “YES”, (DBA-10), “YES”, Paired Devices, “YES”, Headset, “YES”, replace? /Add device? You are then asked to prepare the unit for pairing. With the unit turned off, press and hold the button until the indicator is flashing red and green (make sure that the unit is not placed far apart from the phone with the adapter DBA-10). Press, “YES” on the phone, scroll to HBH-30 and press “YES”, press, “YES” to confirm the adding of the unit. If needed enter units passkey 0000 and press “YES”. When getting confirmation that the unit has been added the unit is flashing green.
- If the fault still remains send the unit on according to the local company directives

8 Software Problems

- To reset the passkey for the unit. When the unit is switched off, press and hold the button *(Fig.9.1)* until the indicator is flashing red and green. During that procedure first a low and then a high tone will be heard from the unit. Then press the button *(Fig.9.1)* again, first one high and one low tone will sound, after some extra seconds a lower tone will sound, now the button can be released and the unit is reset and the passkey is set to default “0000”.
- To upgrade the software, take contact with your local company.
- If the fault still remains send the unit on according to the local company directives

Fig.9.1

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9 Software Installation

- Check the SW version in the headset:
- Change the name of the headset into ADGJM
  (Extras/Connect - Accessories - HBH - Settings - Name)
- Go to Extras - Accessories - HBH – Version and read out the software name and revision
- If newer software version is available, upgrade the headset:

  1. Start EMMAII.
  2. Select Accessories. Check that applet version 2.20 or higher is installed.
  3. Select BT_COM2 (BT_COM1) in the list of ports.
  4. Prepare a headset for flash (Keep the on button pressed until the LED blinks RED/GREEN).
  5. Put the headset in a charging cradle with connected power supply.
  6. Press start button in EMMAII.
  7. When EMMAII has found the headset click select.
  8. The flash programming starts and goes on for a few minutes.
  9. When programming is ready detach the headset from the charger.
  10. Power off the headset, listen to the audio signal to be sure.
  11. Wait 20 seconds before you disconnect (**Important**).
  12. Press the headset button until the LED blinks RED.
  13. Flash complete.

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10 Revision History

Rev	Date	Changes / Comments
PA 1	2002-03-19	First draft
A	2002-06-06	First release

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Trouble Shooting Guide HBH-20, Standard

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1 Appearance Problems

- Check the general condition of the unit. If there is oxidation or corrosion on the charging connector *(Fig.1.1)* due to liquid damage no further action should be taken. Send the unit on according to the local company directives.

Fig.1.1

2 Network problems

- Not available for this product.

3 On/Off Problems

- Check that the unit is charged. Connect the charger and wait for at least 15 minutes if the LED does not start. In some circumstances it can take up to 30 minutes!
- ***Reset the unit:*** Press and hold both buttons *(Fig.3.1)* for at least 10 seconds until the indicator is flashing red and green. During that procedure first a short beep will be heard from the unit. Then press the 'NO' (hook-on) button for at least 10 seconds: The unit will be shut off and a low tone beep will be heard and then the unit is reset.
- If the fault still remains send the unit on according to the local company directives

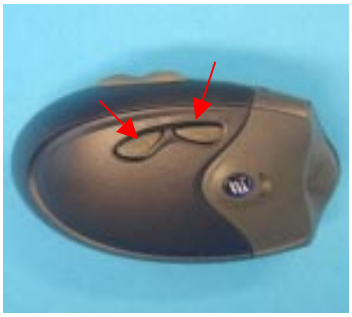

Fig.3.1

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4 Audio Problems

- Check that the unit is charged.
- Check that the unit is paired with the phone.
- Reset the unit as described in chapter 3.
- Replace the audio cord with another one and check if the problem is still there. This audio cord is available as spare part.
- If the fault still remains send the unit on according to the local company directives

5 Display/Illumination Problems

- The unit's indicator is not working. Turn on the unit by pressing the buttons *(Fig.5.1)* for at least 10 seconds, if the LED does not give any indication but you can hear the unit beep, the indicator is faulty, send the unit on according to the local company directives.
- If no beep will sound replace the audio cord and try again
- If no beep will sound be sure that the unit is charged.
- If the fault still remains send the unit on according to the local company directives

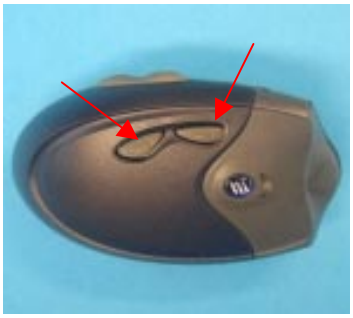

Fig.5.1

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6 Capacity/Charging Problems

- Check that the unit's charging connector *(Fig.6.1)* is free for dirt, if necessary clean it.
- If the battery is totally empty it will take up to several minutes (up to 15 minutes) before the indicator is indicating with a red flashing or steady light.
- If the fault still remains send the unit on according to the local company directives

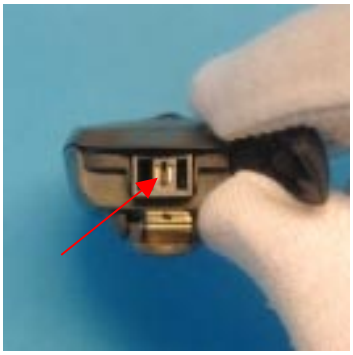

Fig.6.1

7 SIM Problems

- Not available for this product.

8 Key/Flip Problems

- Check that the unit is charged.
- When the unit is switched off, press and hold both buttons *(Fig.8.1)* for at least 10 seconds until the indicator is flashing red and green. During that procedure first a short beep will be heard from the unit.
- Press the volume buttons *(Fig.8.2)* with which the ring volume will be increased or decreased. Be careful: the ringing sound can be very loud.
- If the fault still remains send the unit on according to the local company directives

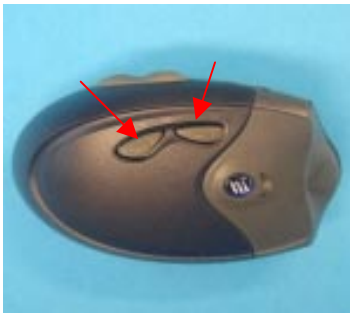

Fig.8.1

Fig.8.2

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9 Alert Problems

- Reset the unit as described in chapter 3.
- Make sure that the unit is paired with the phone first.
- By sliding the buttons *(Fig.9.1)* on the unit up and down the ring volume will change.
- If no ring tone is heard replace the audio cord. If still no tones are heard, send the unit on according to the local company directives
- If no ring tone is heard at incoming calls, send the unit on according to the local company directives

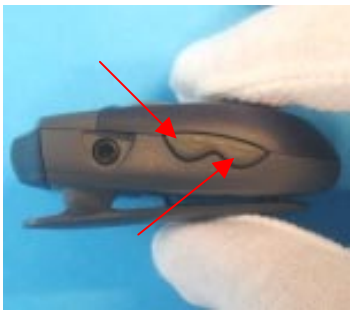

Fig.9.1

10 Data Communication Problems

- Reset the unit as described in chapter 3.
- First make sure that the unit is paired with the phone. If pairing is not successful, try with another phone.
- If it fails with another phone as well, send the unit on according to the local company directives.

11 Software Problems

- Reset the unit as described in chapter 3.
- Check the SW version in the headset:
  Go to Extras - Accessories - HBH and read out the software name and revision
- If newer software version is available, upgrade the headset:
  1. Start EMMAII.
  2. Select Accessories. Check that applet version 2.20 or higher is installed.
  3. Select BT_COM2 (BT_COM1) in the list of ports.
  4. Prepare a headset for flash (Keep both call handling buttons pressed until the LED blinks RED/GREEN).
  5. Connect a power supply

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6. Press start button in EMMAII.
7. When EMMAII has found the headset click Select.
8. The flash programming starts and goes on for a few minutes.
9. After a successful flash, wait for 20 seconds before you disconnect the power
10. Flash complete.

- If flash is not successful, reset the headset and start the flash procedure again.

12 Revision History

Rev.	Date	Changes / Comments
A	2001-09-21	
B	2001-10-24	Flash instructions added

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